

Information Services Department

Internal Policy: Work Hours

Modified: 5/1/03 (ROA)

Overview

The Information Services Department is a customer service organization and all decisions regarding scheduling must place paramount importance on ensuring that ISD resources are available to customers when needed.

The FCEA, FMEA, and FPEA MOUs and the FMC define the standard work shift as Monday through Friday, 8am-5pm. These are also the hours during which the large majority of ISD's customers require service.

It is also important that ISD employees have approximately the same schedules in order to facilitate meeting scheduling and working together as project teams.

To the extent that customer service, system coverage and ISD internal operations are not impacted, however, some work schedule flexibility is reasonable.

ISD Work Hour Policy

- The standard work shift is Monday-Friday, 8am-5pm, with a one-hour lunch.
- With approval from Management, an employee may choose to flex their hours to one of the following Monday-Friday work shifts:
 - 7:30am-4:30pm, with one-hour lunch
 - 8:30am-5:30pm, with one-hour lunch
- Work hours may not be flexed on a daily basis. Employees must use leave time for personal appointments.
- Employees must start their one-hour lunch between the hours of 11:30am and 12:30pm.
- Flexible work schedules may be rescinded at any time for reasons including, but not limited to, the following:
 - to better meet customer needs
 - to ensure necessary system coverage
 - to improve ISD internal operations
 - to comply with the standard work shift as defined in the MOUs and FMC
- Morning and afternoon breaks must be limited to 15 minutes.